

Spectra Lab™ Support Options

Working with Spectra Lab is a completely different experience.

How we are different:

- ✓ Your feature requests actually make it into the product
- ✓ Things get done without requiring five layers of approval
- ✓ Support is routed directly to an RF engineer
- ✓ We value your ideas, not just your business
- ✓ You're helping the US manufacturing base grow

These aren't just platitudes. We have a plan for delivering them. We've designed six key support offerings that make sure these values translate into action. Some of these support offerings are free with every order. Some of them are paid add-on packages. They're all designed to ensure that our relationship is more than just marketing words on a piece of paper.



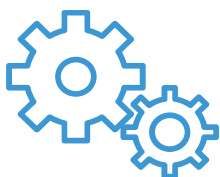
Ask An Expert

You can call, e-mail, or teleconference with an RF expert that will help you use, expand, or maintain your instrument. Just want to learn more about how to make better recordings? Great, we can talk about that all day. You will not need a paid maintenance contract to access this service. Just provide the serial number of your instrument.



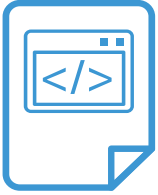
Lab and Field Assist

Have a high stakes test event coming up? Need to be absolutely certain that nothing goes wrong at the last minute? Our Lab and Field Assist support contract allows you to summon an RF expert to your US location for either training or assistance in operating your instrument for the big event.



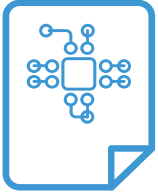
Feature Bank™

Love your instrument, but just wish it did one or two extra little things? Feature Bank allows you to request changes to your instrument's functionality, user interface, or data processing any time during the contract period. You won't have to wait until the next general software release or be left wondering if your request was prioritized. Implementation of your feature requests, on your timeline, is guaranteed when you hold a Feature Bank contract. You won't even have to call your contracting officer to get it done.



Software Warranty

This one is a little hard to believe, because so few companies are bold enough to make this offer. But our Software Warranty is exactly what it sounds like. We guarantee a fix to software bugs that you identify in your instrument during the first six months of ownership. For free.



Hardware Warranty

Hardware today is incredibly reliable. But occasionally semiconductors stop semi-conducting, capacitors spill their guts, and amplifiers start attenuating. In the rare event this happens with your instrument, you're completely covered for the first year. You can also purchase add-on 3-year and 5-year extended hardware warranties.



Software Maintenance Contract

This is the same boring software maintenance package that everyone else offers. When you hold a software maintenance contract, you're entitled to all general software updates and new releases during the contract period. But if you really need something done on your schedule, take a look at our other support offering called "Feature Bank". It's a lot more responsive.

Please note that Support contracts are only available for systems built and sold by Spectra Lab or one of our authorized distributors.



Spectra LabTM

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